
INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Credit Application Form

Purpose

The following Credit Application Form will be provided to PPPs who wish to establish billing for Public Access Line Service in their customer's name. The form cannot be reproduced. The billed party must complete and sign an original document provided by BellSouth Telecommunications (BST). Forms may be obtained by contacting the VPC.

Use of this form will eliminate the need for the VPC service representative to contact the billed party to confirm billing arrangements.

NOTE: A Customer Agency Authorization Letter must always be obtained by the PPP and submitted to BST for this billing arrangement. See Chapter 3 for additional information.

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Billing/Credit Information

BP-4131
Q-5h

Billing Information

Business Name

Service Address

City Or Town

State

Zip Code

Mailing Address

City Or Town

State

Zip Code

Credit Information

Type Of Ownership

☐ Sole Owner

☐ Partnership

☐ Corporation

The following information is needed for the sole owner, each partner or each principal officer

Name(s)	Social Security Number	Other Business And Residence Number

Years Of Experience In This Type Of Business

For Corporations, Provide Year And State Of Incorporation

Year

State

This form is provided by BellSouth Telecommunications to assist your authorized agent in obtaining credit information to establish a Public Telephone Access Line account for you. BellSouth Telecommunications will use this information to determine security requirements for your account. You may provide this information to your authorized agent or mail this form to:

BellSouth Telecommunications
Vendor Pay Phone Center
23rd Floor
600 North 19th Street
Birmingham, AL 35203

If an account is established in your name, monthly billing will be rendered to you. Your responsibility will be for, but not limited to, monthly charges, installation charges and long distance charges.

Applicant's Name (Print)

Applicant's Signature

Date

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Checklist for Public Access Line Installation

Purpose

Due to the length of time required for negotiation and generation of the Public Access Line service order, an optional checklist may be the preferred means of submitting requests for new service. The checklist provides information particular to each location where Public Access Line Service is being ordered. It allows the VPC service representative to input your service orders without lengthy telephone contact. In order for BST to provide prompt service, it is important that all requests and information provided to the VPC be both complete and accurate.

Processing Requests

Requests are processed on a first-come basis. Once the completed forms and all necessary documents are received, the person or entity placing the order will be contacted with the installation date and a tentatively assigned telephone number.

Telephone Requests

Should the service request be placed by telephone, original documentation, as outlined on pages 4 and 5 in this chapter, and the same detailed information requested in the checklist will be required. The same basic questions must be addressed regardless of a verbal or written service request.

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Checklist For Public Access Line/SmartLine Installation

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(2-89)
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☐ New ☐ Change ☐ Move ☐ Reorder ☐ Disconnect

Section A - Customer

1. Billing Name: _____
Billing Address: _____
2. ☐ Sole Ownership ☐ Partnership ☐ Corporation
State Of Incorporation _____ Year Of Incorporation _____
3. Name(s), Title(s), Social Security Number(s) & Residence Tel. No.: _____

4. Other Business Telephone Number(s): _____
5. Year(s) Experience In Business: _____
6. Name & Telephone Number Of Person To Contact Concerning:
A. Billing Matters _____
B. Orders _____

Section B - Vendor/Agent Information

7. Company Name: _____
Agent's Name: _____
Agent's Address: _____
Contact Number: _____
8. Agency Authorization is ☐ Attached ☐ Blanket On File

Section C - Location And Directory Information

9. Number Of Public Access Lines To Be Installed: _____
10. If Multiple Lines Requested, Does Customer Want: ☐ Single Line Account ☐ Multi-Line Account
11. Number Of SmartLines To Be Installed: _____ (\$25 Station) _____ (\$10 Station)
12. Telephone Number(s) of SST Stations To Be Removed: _____
13. Requested Due Date: _____ (See Tab 6)
14. Location Name: _____
Location Address: _____
15. ☐ Listed ☐ Non-Listed ☐ Non-Published
16. Send Directories To: ☐ Location Address ☐ Billing Address
☐ Other _____
17. Bulk Directory Delivery: ☐ Request On File No. Required: _____

Section D - Line Information

18. Indicate Line Features & Restrictions Desired:
☐ Unrestricted Line ☐ Flat
☐ Restricted Line A - 1 + 900, 1 + DDD, 976 & 7 Digit Local Blocked ☐ Usage
☐ Restricted Line B - 1 + 900, 1 + DDD & 976 Blocked ☐ Area Calling
☐ Two-Way or ☐ Outward Only Service
☐ Touch-Tone* or ☐ Rotary Dialing
☐ 900 & 976 Blocking*** ☐ International Call Blocking***
☐ Operator Screening*
☐ Inmate Service
South Carolina Only North Carolina Only
Billed Number Screening Options* International Call Blocking Provided From:
☐ Collect & Third Number ☐ FCC Tariff ☐ GSST Tariff
* Indicates services are optional, but may be included in line option selected.
** 976 Blocking is optional except in Florida.
*** Optional in North Carolina and states with unrestricted lines. May be included in line option selected.
19. Long Distance Carrier: _____

Continued On Reverse

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Section E - Wiring Requirements (Post Network Interface)

20. Provided by Agent/Customer: ☐ Jack ☐ Bridge ☐ Inside Wiring
Provided by SST: ☐ Jack ☐ Bridge ☐ Inside Wiring

Section F - Equipment Information

21. ☐ Coin ☐ Coinless ☐ Facsimile ☐ Voice ☐ Voiceless (NC only)
22. Set Location: ☐ Inside ☐ Outside ☐ Outside Away From Building
☐ Same ☐ Different

Section G - Tax Exemption

23. Tax Exempt: ☐ Yes ☐ No
If Yes: ☐ Federal ☐ State ☐ County ☐ Local

Section H - Premium Plan

24. Do You Want Premium Plan: ☐ Yes ☐ No Premium Plan Number if Already Assigned: _____

Section I - Full Disclosure Statement

25. Optional Services - Services designated (*) are optional services and are not a requirement of basic service installations. These optional services can be canceled without a cancellation charge.

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INSTRUCTIONS FOR COMPLETING CHECKLIST				
	No.	Field Identifier	Description	Type*
Section A: Customer Information	1	Billing Name: Billing Address:	Provide billing name and address for party responsible for service. In states requiring certification, the billing party must also be the certified party.	R
	2	Sole Ownership, Partnership, Corporation, State Of Inc, Year Of Inc	Indicate type of ownership. Provide the state and year in which the business was incorporated.	R
	3	Name(s), Title(s), Social Security Number(s) & Residence Tel Numbers	Provide the name(s), Social Security Number(s) and residence telephone number(s) of sole owner, partners or corporate officers.	R
	4	Other Business Telephone Number(s)	Provide area code and telephone number(s) of other business service.	R
	5	Year(s) Exper. In Business	Indicate Number of years experience in public payphone business.	R
	6	Name & Telephone Number Of Person To Contact Concerning: A. Billing Matters B. Orders	Provide name & number of person BST may contact concerning service orders and billing matters.	R
Section B: Vendor/Agent Information	7	Company Name: Agent's Name: Agent's Address: Contact Number:	Agent information must be provided when the party making the request for service is not the billed party.	IA
	8	Agency Authorization Is: • Attached • Blanket On File	An Agency Letter for the connection of an Access Line and/or disconnection of BST's service is required from the responsible party if an agent will be handling the negotiations with BST. Indicate if the appropriate Agency Letter is attached or if a Blanket Agreement has been previously submitted.	IA

* Information is required (R), optional (O) or if applicable (IA).

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

INSTRUCTIONS FOR COMPLETING CHECKLIST (continued)

	No.	Field Identifier	Description	Type*
Section C: Location & Directory Information	9	Number of Public Access Lines To Be Installed	Indicate how many Public Access Lines are being requested for this location.	R
	10	If Multiple Lines Requested Does Customer Want	Does Customer want a Single Line Account or a Multi Line Account	O
	11	Number of SmartLines To Be Installed	Indicate how many SmartLines are being requested for this location. Indicate whether they are \$.25 stations or \$.10 stations.	R
	12	Telephone Number(s) Of BST Stations To Be Removed	Provide telephone number(s) for BST line(s) to be disconnected.	IA
	13	Requested Due Date	Indicate the preferred installation date. Please consult the guide for Installation Scheduling in Chapter 6 of this handbook for additional information.	O
	14	Location Name: Location Address:	Provide the business name, exact street address, city, state and zip code for the location where service is to be installed.	R
	15	Listed Non-Listed Non-published	Check directory listing preferred: <ul style="list-style-type: none"> • Appears in directory and is given out by Directory Assistance. • Does not appear in directory but is given out by Directory Assistance. • Does not appear in directory and is not given out by Directory Assistance. No additional monthly charge in AL, FL, GA, LA, MS, NC, SC, and TN. 	R
	16	Send Directories To: <ul style="list-style-type: none"> • Location Address • Billing Address • Other 	Indicate preference for directory delivery.	R
	17	Bulk Directory Delivery	A Bulk Directory Request should be submitted to specify the delivery location, which cities directories are needed for, and the number of directories needed. Additional directory delivery information is in Chapter 8.	O

* Information is required (R), optional (O) or if applicable (IA).

continued on the next page

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INSTRUCTIONS FOR COMPLETING CHECKLIST (continued)

	No.	Field Identifier	Description	Type*
Section C: Location & Directory Information (continued)		<ul style="list-style-type: none"> • Request on File 	Indicate if the IPPSC or directory delivery group has already been advised of your directory requirements for a sufficient number of directories for this site, or indicate the number needed to establish bulk delivery now.	
Section D: Line Information Section D: Line Information	18	Indicate Line Features and Restrictions Desired: <ul style="list-style-type: none"> • Unrestricted Line • Restricted Line A • Restricted Line B • Two-Way Or Outward Only Service • Touch-Tone Or Rotary Dialing • 900 & 976 Blocking • Operator Screening • International Call Blocking • Inmate Service South Carolina only <ul style="list-style-type: none"> • Billed Number Screening • Collect • Third Number North Carolina only <ul style="list-style-type: none"> • International Call Blocking • FCC Tariff • GSST Tariff 	Check type of line features and restrictions desired. Refer to the state specific section in this handbook to verify availability.	R
	19	Long Distance Carrier	Indicate Interexchange Carrier desired. Refer to Chapter 9 of this handbook if more detail is needed.	R

* Information is required (R), optional (O) or if applicable (IA).

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

INSTRUCTIONS FOR COMPLETING CHECKLIST (continued)

	No.	Field Identifier	Description	Type*
Section E: Wiring Requirements (Past Network Interface)	20	<ul style="list-style-type: none"> • Provided By Agent/Customer: Jack, Bridge, Inside Wiring • Provided By BST: Jack, Bridge, Inside Wiring 	Indicate if customer/agent or BST is to provide: jack, bridge (required) or inside wiring.	R
Section F: Equipment Information	21	FCC Reg No. and Ringer Equivalence	Provide FCC Registration Number and Ringer Equivalence for COCOT.	R
	22	Coin Coinless Facsimile	Indicate the type of instrument to be connected.	R
	23	Set Location: <ul style="list-style-type: none"> • Inside • Outside • Outside Away From Building • Mast In Place 	Indicate where COCOT is to be placed.	R
			Indicate if mast pole is in place	IA
	24	Customer Provided Set Location: <ul style="list-style-type: none"> • Same • Different 	If replacing BST set, indicate if COCOT is to be placed in the same or different location.	IA
	25	Equipment To Be Purchased: <ul style="list-style-type: none"> • Enclosure • Mast Pole • Guard Post • Concrete Base Pad • None 	Indicate which items of equipment are to be purchased. Show none if equipment is not for sale or purchase is not desired. See Chapter 7 in this handbook for additional information.	IA

* Information is required (R), optional (O) or if applicable (IA).

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

INSTRUCTIONS FOR COMPLETING CHECKLIST (continued)

	No.	Field Identifier	Description	Type*
Section G: Tax Exemption	26	Tax Exemption	Attach a copy of tax certificate	R
Section H: Premium Plan	27	Premium Plan	Asks whether you want the Premium Plans and, if you are already assigned, what is the Number Assigned	O
Section I: Full Disclosure Statement	28	Full Disclosure Statement	This is a full disclosure statement for optional services.	
* Information is required (R), optional (O) or if applicable (IA).				

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Disconnecting BellSouth Telecommunications Lines

BellSouth Contracted Accounts

A BST contract is a written agreement negotiated with the location provider for the provision of space for an BST public station.

No disconnection orders regarding contracted (BST) pay telephone accounts will be processed. BST disconnects contracted accounts only in strict accordance with the terms of the contract. Questions regarding BST contracted accounts should be directed to the Independent Payphone Provider Service Center (IPPS-C).

Should an IPP wish to coexist with BST equipment, he may place a new service request in the usual manner.

Exception: Effective January 1996, BellSouth added an exclusivity clause to their contract agreement. Coexist will not be possible. Please check with location customer.

Disconnect

BST will honor requests from a third party (agent) to disconnect BST service, not under BST written contract, when a properly executed Agency Authorization Agreement is submitted and there are no apparent discrepancies.

When a request to disconnect a BST line is received, it is our responsibility and desire to protect or ensure the rights of the customer of record.

We do acknowledge that there are some instances in which our records may not accurately reflect the current location provider. Therefore, we have established procedures that serve to protect the rights of the BST customer of record and also allow the IPP's request for disconnection to be handled as expeditiously as possible.

Authorization Discrepancies

A discrepancy occurs when the authorization to disconnect BST service is given by a company or individual other than those shown on the BST records. These discrepancies must be resolved before the disconnect order can be processed.

A due date for the installation of the public access line may be negotiated, even though a due date for the disconnection of the BST service cannot be scheduled until the discrepancy has been resolved. Requests for service for the IPP at these locations will be handled according to the guidelines outlined in this chapter for placing service orders.

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Disconnecting BellSouth Telecommunications Lines, continued

Examples of Discrepancy

There are several reasons why an authorization discrepancy may occur. Listed below are examples of the most common situations.

- A change in location providers occurs and BST is not notified.
 - An individual, not shown on the BST records as an authorized contact, requests disconnection of service.
 - The name of the company shown on the BST records differs from the name shown on the authorization to disconnect service.
 - The request is made by someone other than the BST customer of record.
-

Resolution of Discrepancies

Some discrepancies can be resolved by telephone contact with the agent. Other discrepancies may require additional documentation be provided to the VPC.

When a change in the customer of record has occurred, the party making the request to disconnect service must provide a written statement to BST. This statement should advise what action is being requested.

Upon receipt of this statement, the VPC service representative will attempt to contact the customer of record by telephone. When telephone contact is made and the change of ownership is verified, the conversation is followed up with written confirmation (Exhibit 1) and a copy of the statement submitted by the new customer.

Should the VPC service representative be unable to contact the customer of record by telephone, a copy of the statement submitted by the new customer and a letter of explanation (Exhibit 2) will be sent by the end of the following business day.

Change of Ownership

While at a customer's premises, the PPP may determine that the business has changed ownership and that this change may not be known to BST. Should this occur, the PPP may have his customer complete a Notification of Change of Ownership form (Exhibit 3). This form will help BST to resolve some discrepancy situations more quickly.

Property owner/tenant disputes must be resolved by those parties. BST will not act as a mediator in such disputes.

RE:

09-96
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RE:

Dear _____:

We have attempted to reach you by telephone to discuss your continued entitlement to the commissions on BellSouth Telecommunications pay telephone (telephone number) located at (address).

Attached is a letter we have received from (name, title and company), who advised that they are the property owner of your location at _____. (Name) has requested that the BellSouth Telecommunications pay telephone be disconnected from the premises.

As our location provider of record, we request that you advise us of your acceptance or rejection of the requested actions. BellSouth Telecommunications cannot resolve conflicts involving the legal rights and obligations arising from lease arrangements. If you have questions concerning such conflicts, please consult your legal counsel.

Please use the enclosed preaddressed, postage paid envelope to return the enclosed copy of this letter, marked to show your response.

Should a reply not be received by 30 days from the date of this letter, BellSouth Telecommunications will honor the above request.

Thank you for your prompt attention to this matter. If you have any questions concerning this correspondence, please call our business office, toll free -----, between 8 a.m. and 5 p.m. CST.

Yours Truly,

Manager
Vendor Payhone Center

Attachment

Enclosures

PLEASE COMPLETE THE FOLLOWING AND RETURN IN THE ENCLOSED ENVELOPE

Date: _____

Response to requested action: () Acceptance () Rejection

Name: _____ Title: _____

Comments:

Exhibit 2

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

BELLSOUTH
TELECOMMUNICATIONS ©

Notification Of Change Of Ownership

RF-4136
(2-82)

I, _____ (Name) _____ (Title)
Of _____ (Business Name) located at _____ (Address)

(City, State And Zip) _____ (Business Telephone Number)

hereby confirm that I have occupied the foregoing premises since _____ To the best of my knowledge the
previous occupier of the premises was:

Name _____	Forwarding Address, if known _____
Business Name _____	_____
Address _____	_____
Public Station Telephone Numbers _____	

On behalf of my business I also hereby confirm that I have not assumed, nor has there been an assignment of, any of the contractual rights or obligations associated with public telephone service furnished to the previous owner/occupier of the premises. I therefore do not consider my business to be bound by any contract that may have existed between the previous owner/occupier and the serving local exchange company. BellSouth Telecommunications acceptance of this notification does not constitute a waiver of any causes of action BellSouth Telecommunications may have under any contract for public telephone service.

The foregoing is true and correct to the best of my knowledge and belief.

Signature _____
Name Printed or Typed _____
Date _____

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

BOND NO _____
EXPIRATION DATE _____

PAYMENT BOND

KNOW ALL MEN BY THESE PRESENTS:

That _____ as Principal, hereinafter called Principal, and _____ as Surety, hereinafter called Surety, are held and firmly bound unto BellSouth Telecommunications, 600 N. 19th St., 23rd Floor, Birmingham, Alabama, 35203 as Oblige, hereinafter called Oblige, in the amount of _____ DOLLARS (), for payment whereof Principal and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by the presents.

WHEREAS, the Principal has requested Oblige to furnish telephone service, equipment and yellow page advertising to Principal at

(Address)

(City)

(State)

NOW, THEREFORE, the condition of this obligation is such that if Principal shall pay, in accordance with the standard billing and collection practices of Oblige, all charges incurred by Principal on account of services, equipment and yellow page advertising rendered or provided by Oblige, including but not limited to all toll charges and termination charges, then this obligation shall be null and void; otherwise it shall remain in full force and effect.

PROVIDED, the liability of Surety hereunder shall be and remain in full force and effect for the full period that telephone service, equipment and yellow page advertising is rendered or provided to Principal, or until 30 days after receipt of Oblige of a written notice by registered mail to: Manager, BellSouth Telecommunications, 600 N 19th St., 23rd Floor, Birmingham, Alabama 35203, signed by Surety, or its authorized agent, stating that the liability of Surety is thereby terminated and cancelled; and provided further that nothing herein shall affect any rights or liabilities which shall have accrued under this bond prior to the date of such termination.

PROVIDED FURTHER, that any extension of time by Oblige to Principal shall not affect or release the liability of Surety hereunder.

Signed and Sealed this _____ day of _____, 19____.

WITNESS (If Individual)

PRINCIPAL

ATTEST (If Corporation)

TITLE

ATTEST

SURETY

(TITLE)

Exhibit 4

PRIVATE PAYPHONE PROVIDERS HANDBOOK

BOND NO _____
EXPIRATION DATE _____

PAYMENT BOND

KNOW ALL MEN BY THESE PRESENTS:

That _____ as Principal, hereinafter called Principal, and _____ as Surety, hereinafter called Surety, are held and firmly bound unto BellSouth Telecommunications, 600 N. 19th St., 23rd Floor, Birmingham, Alabama, 35203 as Obligor, hereinafter called Obligor, in the amount of _____ DOLLARS (), for payment whereof Principal and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by the presents.

WHEREAS, the Principal has requested Obligor to furnish telephone service, equipment and yellow page advertising to Principal at

(Address)

(City)

(State)

NOW, THEREFORE, the condition of this obligation is such that if Principal shall pay, in accordance with the standard billing and collection practices of Obligor, all charges incurred by Principal on account of services, equipment and yellow page advertising rendered or provided by Obligor, including but not limited to all toll charges and termination charges, then this obligation shall be null and void; otherwise it shall remain in full force and effect.

PROVIDED, the liability of Surety hereunder shall be and remain in full force and effect for the full period that telephone service, equipment and yellow page advertising is rendered or provided to Principal, or until 30 days after receipt of Obligor of a written notice by registered mail to: Manager, BellSouth Telecommunications, 600 N 19th St., 23rd Floor, Birmingham, Alabama 35203, signed by Surety, or its authorized agent, stating that the liability of Surety is thereby terminated and cancelled; and provided further that nothing herein shall affect any rights or liabilities which shall have accrued under this bond prior to the date of such termination.

PROVIDED FURTHER, that any extension of time by Obligor to Principal shall not affect or release the liability of Surety hereunder.

Signed and Sealed this _____ day of _____, 19____.

WITNESS (If Individual)

PRINCIPAL

ATTEST (If Corporation)

TITLE

ATTEST

SURETY

(TITLE)

PRIVATE PAYPHONE PROVIDERS HANDBOOK

CHAPTER 5

OPTIONS

Line Types and Features

Availability	<p>The services listed below are offered based on central office facility availability and state tariff provisions. Details of the services available in each state are included in this handbook in the state-specific sections.</p>
Two-Way & Outward Only	<p>A Two-Way line has the capability of both making and receiving calls; an Outward Only line will allow only Service outgoing calls to be made.</p>
Unrestricted Line	<p>An unrestricted line will allow any type of call to be made from the line. All billable calls, local or toll, will be billed to the line. If the PPP desires any calls to be blocked, the instrument must perform the desired blocking, as permitted by the state's tariff.</p>
Restricted Line	<p>In some states, different types of restricted lines are available for Public Access Line Service. These line restrictions prevent certain types of calls from being made from the line. The lines and types of calls blocked from completion are shown in the state specific sections of this handbook.</p>
Billed Number Screening	<p>Billed Number Screening (BNS) is a feature which provides the capability to block or prevent collect and third number calls from being billed to a Public Access Line. This blocking is made possible by the ability of the operator handling the call to access Line Information Data Base (LIDB) prior to completion of the call.</p> <p>LIDB is a computer system which is accessed by most Interexchange Carriers (ICs), Operator Service Providers (OSPs), and others who require billing validation.</p> <p>Access to LIDB is required to make BNS work, otherwise, the operator handling the call has no information that the call should be blocked. ICs may subscribe to LIDB, yet choose to validate only certain types of calls, i.e., calling card but not third number billed. Therefore, even though a PPP who has subscribed to this IC has BNS, third number billed calls will not be blocked if the carrier completing the calls chooses not to validate these calls.</p> <p>The PPP should contact his carrier of choice for further details or instructions that may be required by that company.</p>

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PRIVATE PAYPHONE PROVIDERS HANDBOOK

Line Types and Features, continued

Operator Screening

Operator Screening is an optional service that prevents BST operator assisted, sent paid, local and intraLATA calls from being billed to the originating telephone. When this feature is selected by the PPP, the line sends an Automatic Number Identification (ANI 7) signal ahead of 0+ calls. This signal alerts the BST operator to obtain a method of billing other than allowing charges to be billed to the originating line. From a few specific central offices, the ANI signal is not sent. Rather, operator screening is provided by trunked group and directory number screening.

If more information is needed on the technical provision of this screening for your interLATA calls, you should consult your Interexchange Carrier (IC) of choice.

The validity of operator screening is ensured only on intraLATA calls that are initially routed directly to an BST operator. Any desired operator screening functions on interLATA calls must be performed by the Interexchange Carrier to which the call is routed. The PPP should contact his carrier of choice for further details or instructions that may be required by that company.

International Call Blocking

International Call Blocking is available in most Call Blocking central offices with measured service capability and is offered in conjunction with the Operator Screening feature in some states. The only exception, where International Call Blocking is NOT available, is in one of 6 DMS10 central offices with Generics earlier than 401.4. These central offices are identified in the individual state sections 16-24.

The feature, where available, prevents direct dialed, 011+ (Country and City Code) and 1000X+011+ (Country and City Code) calling from the Public Access Line. Calls reaching an Interexchange Carrier or AOS operator remain the responsibility of the PPP. Area code dialing is available to some countries and these countries can be dialed using a three digit area code. This feature will not prevent area code dialing access. For information concerning area codes and International Calling country and city codes, refer to the Customer Guide pages of the local telephone directory.

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Line Types and Features, continued

Usage Sensitive Three-Way Calling

Usage Sensitive Three-Way Calling is a feature available in certain central offices that enables the user to add another party to a call already in progress. The charge for using this service is billed to the line that the call originated from. The charges for all normally billed toll or local calls will apply for calls placed after activation of Usage Sensitive Three-Way Calling.

This service was designed for situations where billing the originating line for use of the feature was appropriate. Since a PPP's instrument would be unable to collect for use of this service, BST automatically blocks access to the service from a Public Access Line.

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CHAPTER 6

INSTALLATION AND REPAIR PROCEDURES

Installation Procedures

Overview

BellSouth Telecommunications (BST) installs the access line and terminates it in a network interface (NI). The Private Payphone Provider (PPP) has the option of providing a required entrance bridge and the inside wiring beyond the NI, or BST can install them. BST can install the entrance bridge within the NI at no additional charge. An additional charge will apply for BST to install the entrance bridge which is a separate unit from the NI and/or the inside wiring beyond the NI.

Work will not be performed by BST on the PPP's instrument. The PPP is responsible for all installation work on his set and any enclosure that he may provide. Any enclosure provided by the PPP must meet standard electrical and safety requirements. Depending on the location, the PPP may be required to provide necessary facilities to ensure appropriate aerial service wire clearance.

continued on next page

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Installation Procedures, continued

Network Interface Placement

BST will place the Station Protector and Network Interface (NI) pursuant to the provisions of the General Subscribers Tariff A15. A Network Interface may not be mounted (as referenced in the National Electrical Safety Code) on a utility pole. A Network Interface can be placed on a mast pole (with/without) electrical running on it, provided the mast is securely mounted and the placement meets safety requirement. The mast pole must be mounted to allow the NI to be placed out-of-reach of pedestrian traffic (normally 8 feet above ground level).

BST will provide facilities to the minimum point of penetration which, in the judgment of BST, is suitable for the location of a network interface. Usually the most economical route from existing network distribution facilities will determine the approach used in establishing the point-of-demarkation. In the case of free standing enclosures (or other support equipment) in the common area of a shopping mall, the network interface, in most cases, will be in the telephone equipment room of the mall.

In addition to the provisioning stated above, BST will consider the potential for unauthorized tampering (fraud) in determining the location of and type protection to be furnished for the network interface. This consideration may prompt BST to place the network interface at a height which is out-of-reach from pedestrian traffic, inside a secure housing, or inside a building in which the enclosure (or other support equipment) is located.

The Minimum Point of Penetration is defined as that point on the customer's premises where Network Facilities normally terminate and could include protected cable terminals or station protectors served by drop wire or service wire.

Network Interface Requirements

Customer-owned pay telephones may only be connected via the network interface. As with any type of BST facility, the interface may not be installed, rearranged, disconnected or moved by anyone other than BST.

Optional Services

The PPP is responsible for all installation beyond the network interface, including the required entrance bridge. BST will, upon request, install the entrance bridge within the NI at no additional charge, or install the entrance bridge which is separate from the NI for an additional charge. Also, BST will, upon request, install any inside wiring and jacks, for an additional charge. The PPP has the option of doing this work himself or obtaining these services from a company other than BST. Charges for optional services are explained in each state's section in this handbook.

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Installation Scheduling (Due Dates)

Due Date Guide

Removal of BST Set, Enclosure or Equipment	Placing NI or Jack in Same Loc. as BST Set?	Number of Access Lines Same Premises	Usual Scheduling
No	N/A	1 to 5	3 bus days
		6 or more	4 bus days (worked in increments of 5 lines per day, beginning on the 3rd bus day)
Yes, Set	Yes or No	1 to 5	5 bus days
		6 or more	6 bus days (worked in increments of 5 lines per day, beginning on the 5th bus day)
Yes Enclosure or Equipment	Yes	1 to 3	6 bus days Enclosure to disconnect Publicstation. 7 bus days to connect NI.
Yes Enclosure or Equipment	No	1 to 3	7 bus days
Yes Enclosure or Equipment	Yes or No	4 or more	Must be negotiated

Select Due Date Areas

In some of our remote central office serving areas, orders can only be worked on certain designated days of the week. In these situations, the normal interval is modified to accommodate this requirement.

continued on the next page

INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

Installation Scheduling (Due Dates), continued

Removal of BST Equipment

When a customer displaces a BellSouth Telecommunications (BST) Public, or Semi-Public station, and removal of BST equipment is required, the disconnection of the BST line and reconnection of the Public Access Line will be accomplished, in most cases, on the same day. In some situations, work force conditions will not permit the work to be accomplished on the same day. The BST service will be disconnected no more than one day prior to the connection of the Public Access Line. You will be advised when this situation occurs.

Due Date Intervals

Normal due date intervals apply Monday thru Friday from 8:00 a.m. to 5:00 p.m. Specific appointments, such as 1:00 p.m., 3:00 p.m. etc., cannot be granted. We can make one attempt to call a number of your designation before the service technician leaves to go on site. The service representative must be advised of this request when the order is negotiated and given a toll free number, local number or a number that will accept collect calls.

Expedited Service Request

Additional charges apply in some states when service orders are worked outside of the normal interval:

GSST Tariff Reference A4

Kentucky
Mississippi

Louisiana
Tennessee

The charge will appear on the first month's billing.
